
From: Mary Fleming </O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=F1E8EAF43ABF4610904270A8AF1B14ED-MARY FLEMIN>
Sent: Tuesday, March 29, 2016 8:05:58 AM
To: pfurnari@tacticalsolutions-llc.com
Cc: Greg Burgess <gburgess@Stavis.com>
Subject: FW: Customer Update

Good Morning Pat,
This was sent to our customers yesterday. I thought you might want to share it with the bank, as it summarizes what action we are taking to keep business going.
Thanks,
Mary

From: Stavis Seafoods [<mailto:marketing@stavis.ccsend.com>] **On Behalf Of** Stavis Seafoods
Sent: Monday, March 28, 2016 9:02 PM
To: Mary Fleming
Subject: Customer Update

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CUSTOMER UPDATE
Capabilities Update After Accident
March 28, 2016

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Dear Mary,

We want to send out a heartfelt thank you for the support and offers of help we received from so many of you regarding our ammonia accident over the past few days. We are diligently cooperating with investigators to identify the cause of the accident. This will continue to be a difficult time for us, but your support and friendship has been a source of strength.

We know you rely on us for a broad range of products so we want to give you a quick update on what we are doing to help service your seafood needs at this time.

- We will not re-open Channel Street until it is safe - the owners will keep it closed to employees and customers for as long it is necessary

- We can still meet your seafood needs and fill your orders by utilizing our other facility and public cold storage facilities
- Our Fresh Center in Boston is fulfilling all fresh orders; we have reduced our item list slightly based on facility limitations
- We moved key frozen items to that facility for consolidated fresh/frozen orders
- We have frozen staff on-site at Wilmington's public cold storage facility and we are using other public cold storage facilities as well for fulfillment of frozen-only orders
- We can consolidate fresh and frozen orders at the Fresh Center
- Currently, we ask for your frozen order one day in advance for consolidated orders but are working towards same day capability of core items
- We are still shipping air freight orders - cut-offs will be a little earlier this week so please get your orders in as soon as possible
- Miami has not been affected and is running without interruption
- Pre-ordering is appreciated

We will continue to improve our procedures and will soon be able to offer same day service on most orders. Please contact your sales people directly for more information.

Once again, thank you for your support during this difficult time.

Stavis Seafoods

Stavis Seafoods, 212 Northern Ave Suite 305, Boston, MA 02210

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